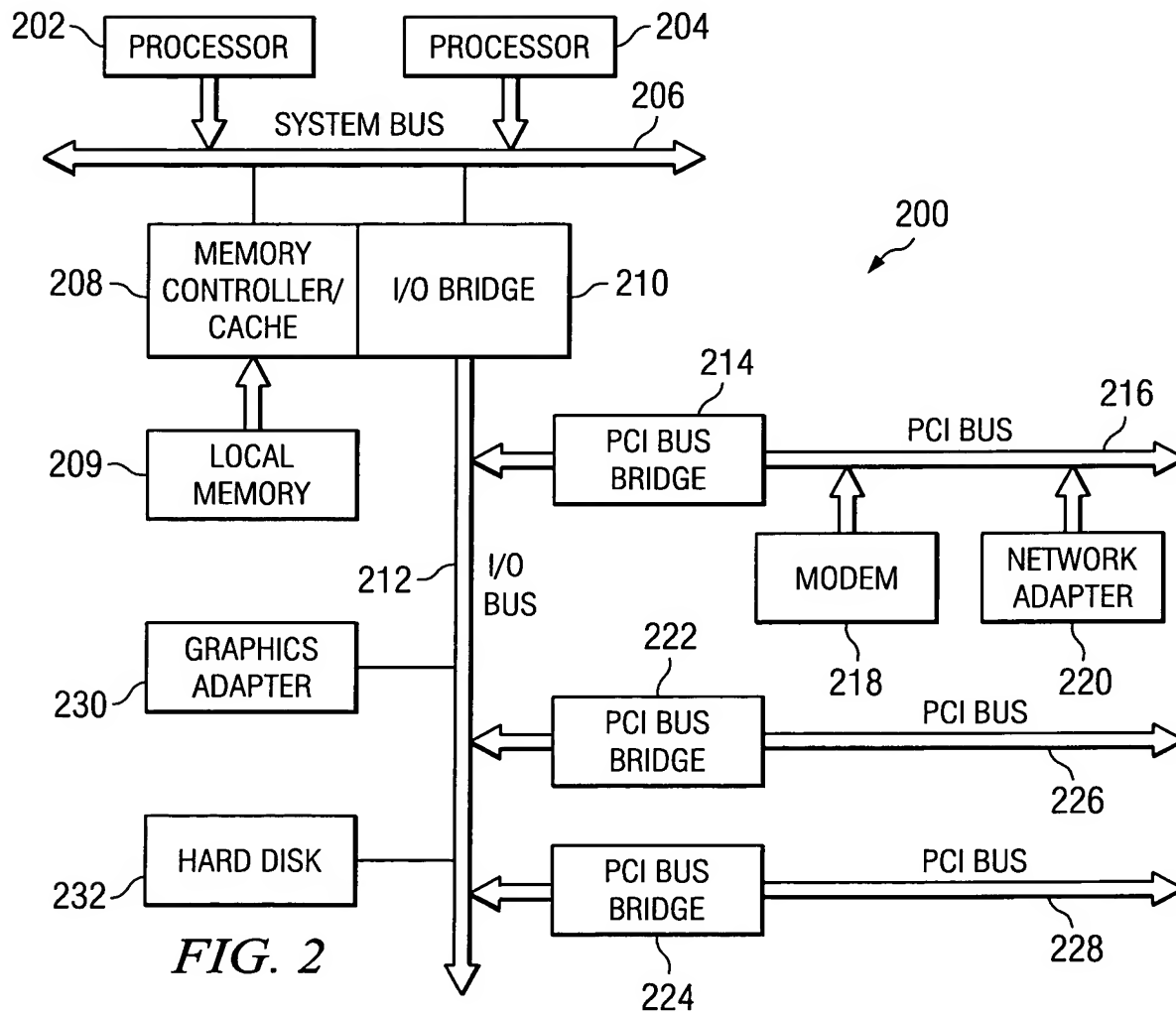
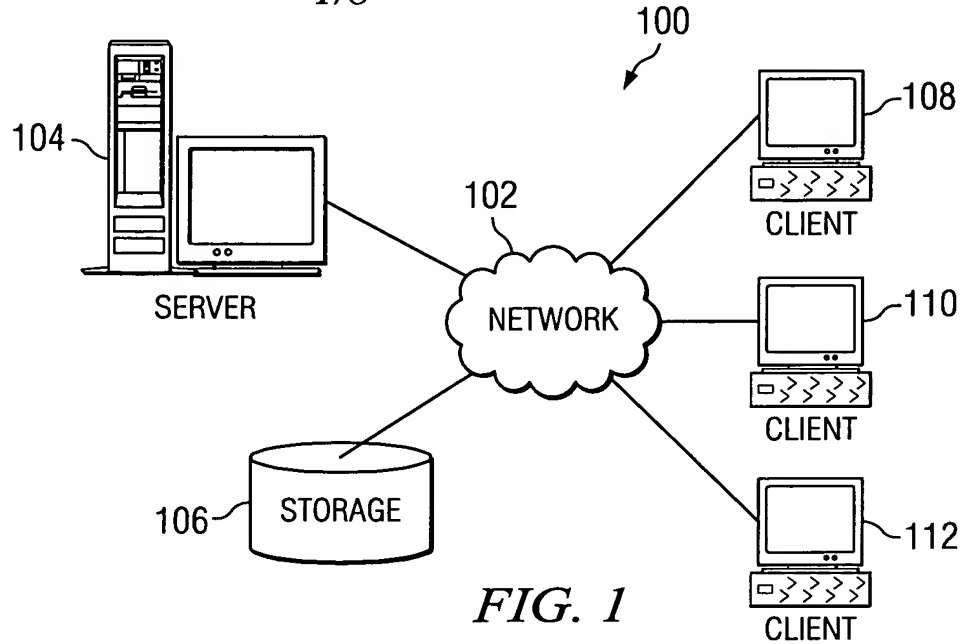
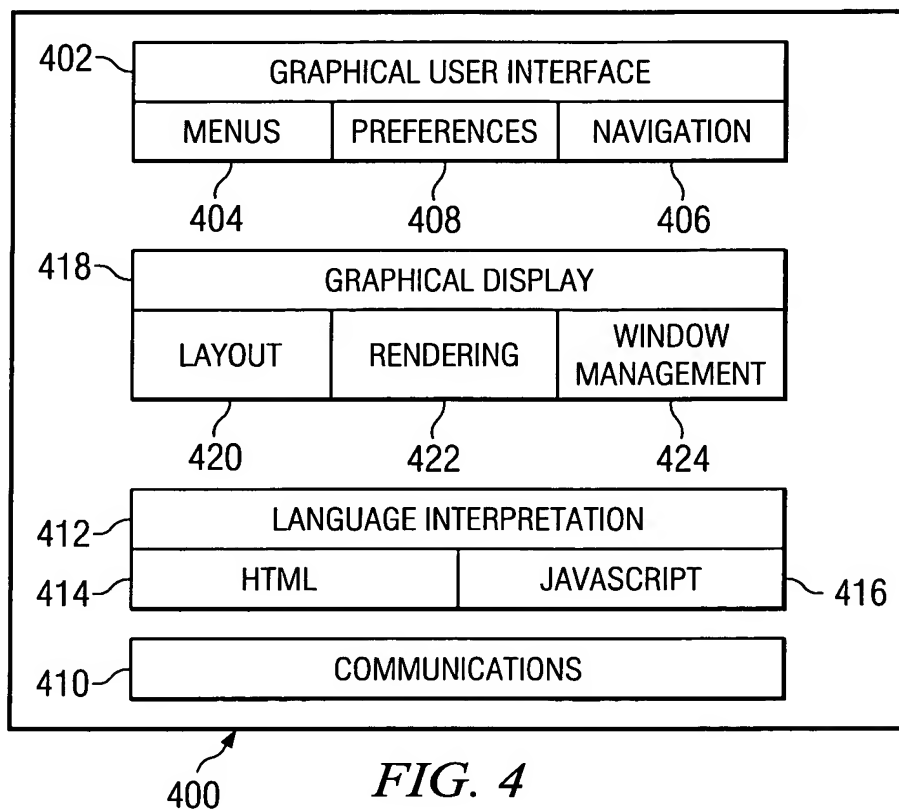
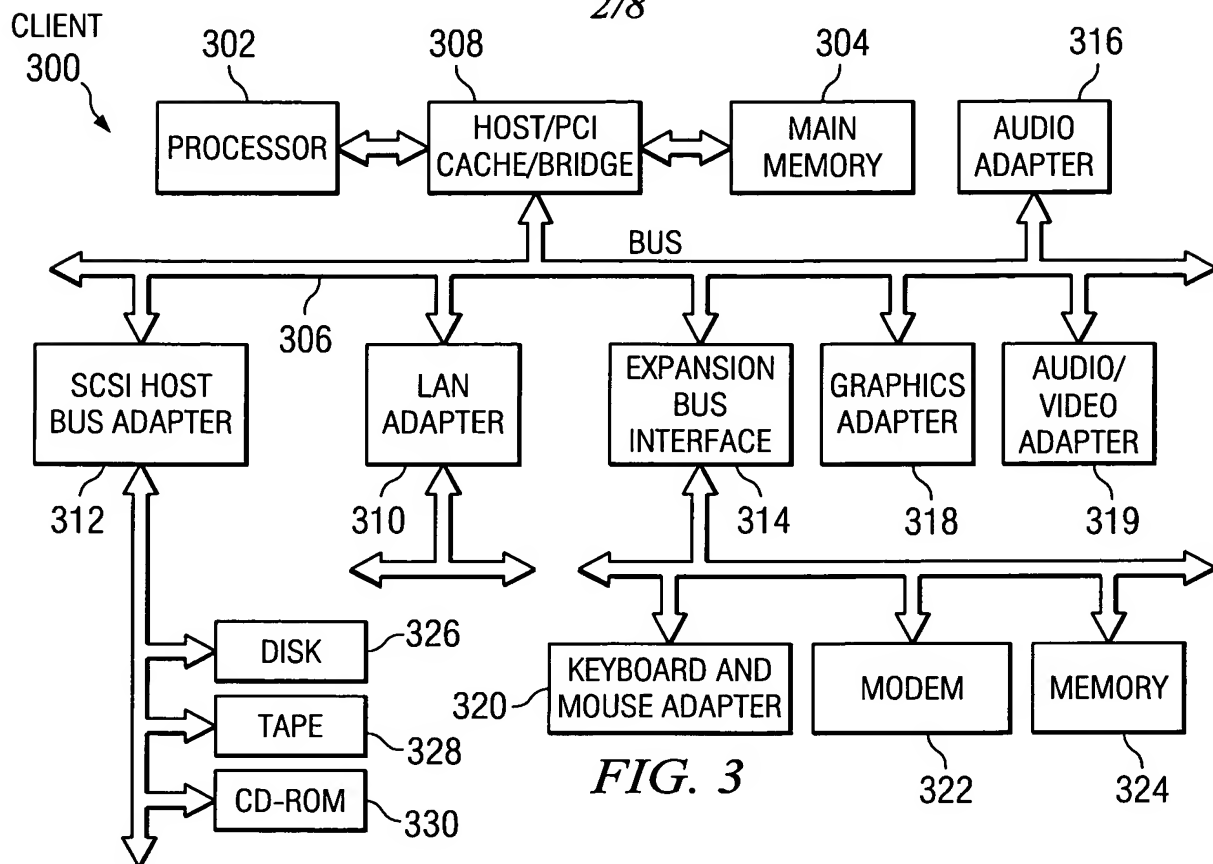
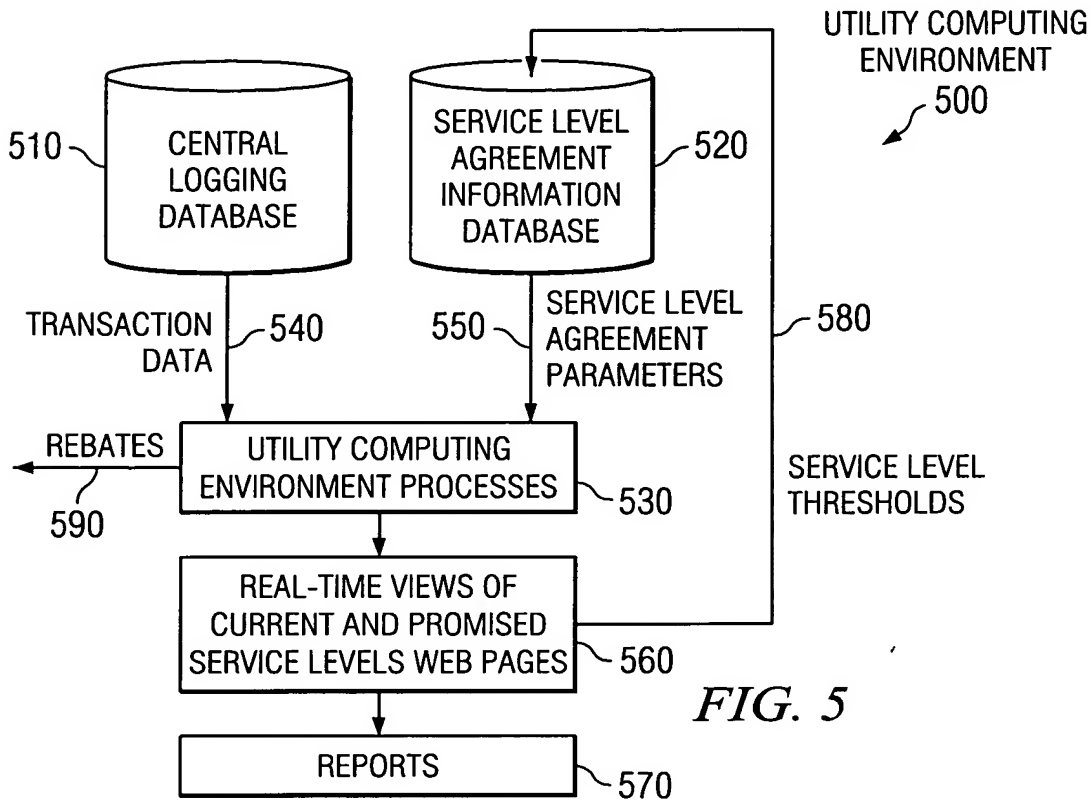


1/8



2/8

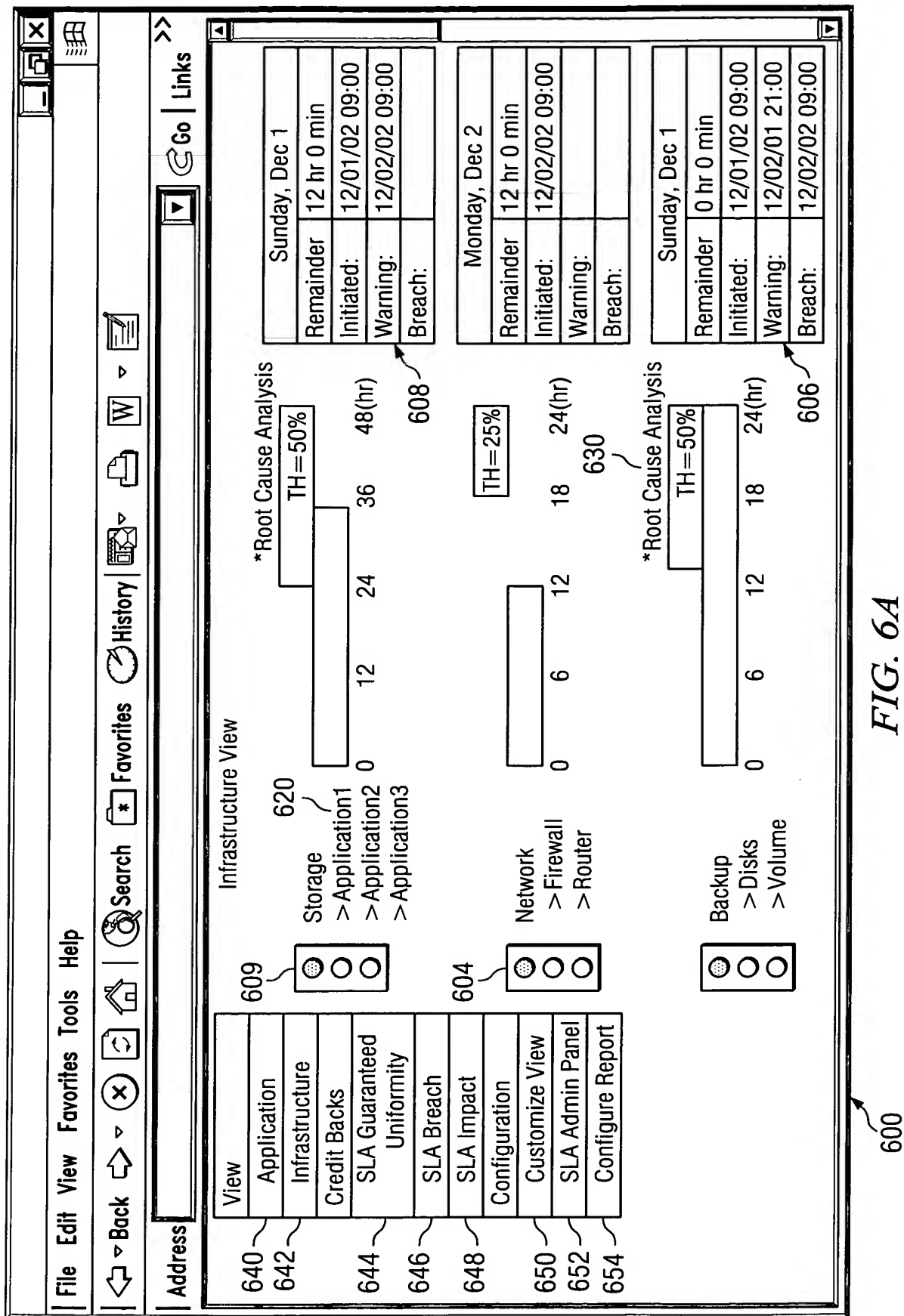




800

| | | | RANGE (HR) - BASED ON 24 HR SLA | | | | | | |
|----------|--------------------|-------------|---------------------------------|------|-------|-------|-------|-----|------|
| CUSTOMER | SERVICE LEVEL (SL) | BASE CHARGE | 0-6 | 7-12 | 13-18 | 19-24 | 24-30 | 30+ | |
| 830 | A | 1 | \$100 | \$68 | \$45 | \$22 | \$3 | \$4 | \$25 |
| | A | 2 | \$60 | \$49 | \$32 | \$16 | \$2 | \$3 | \$20 |
| | A | 3 | \$80 | \$57 | \$38 | \$18 | \$3 | \$3 | \$20 |
| 820 | B | 1 | \$120 | \$90 | \$65 | \$38 | \$5 | \$5 | \$40 |
| | B | 2 | \$100 | \$69 | \$50 | \$29 | \$4 | \$4 | \$29 |
| 810 | | | | | | | | | |

FIG. 8



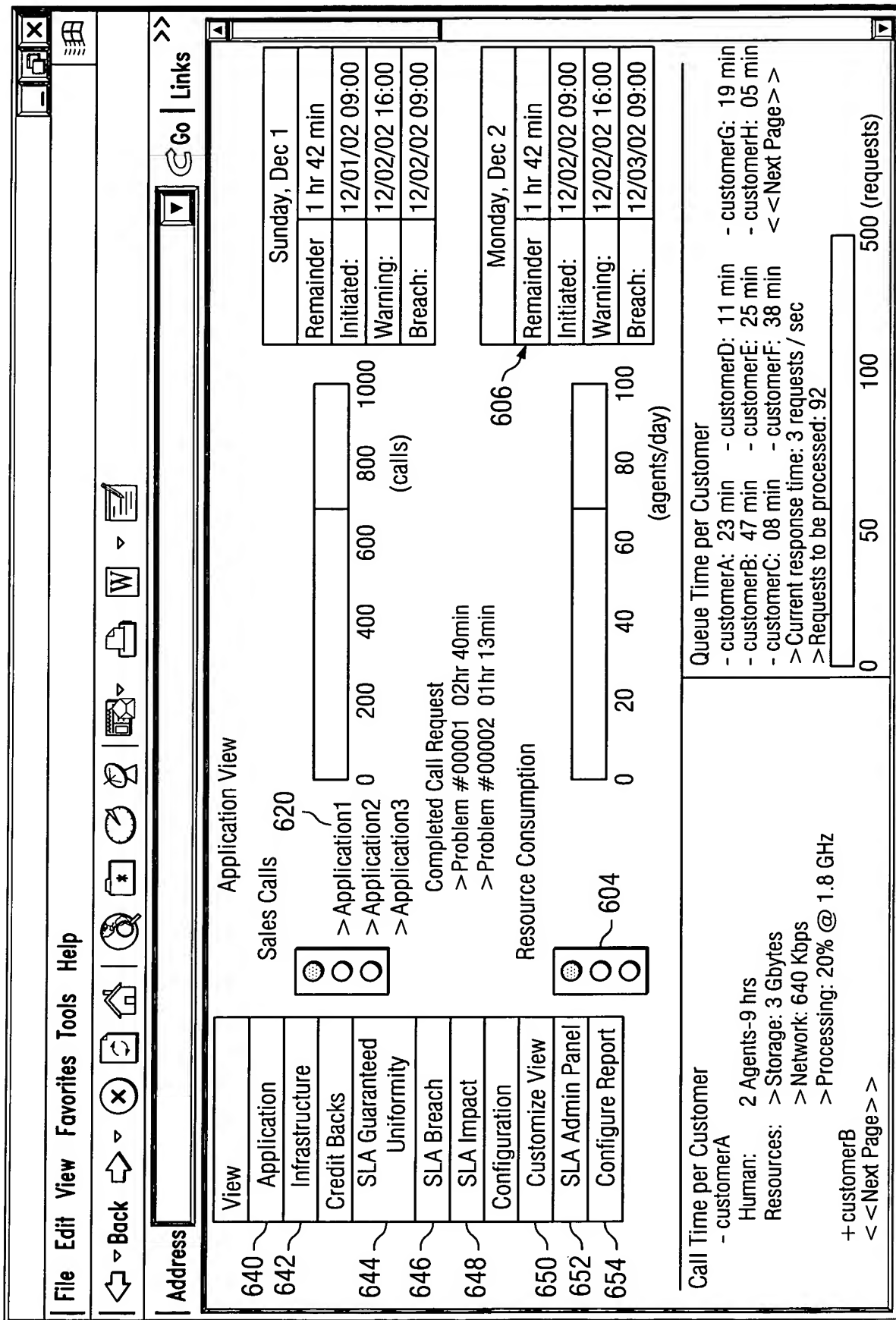


FIG. 6B

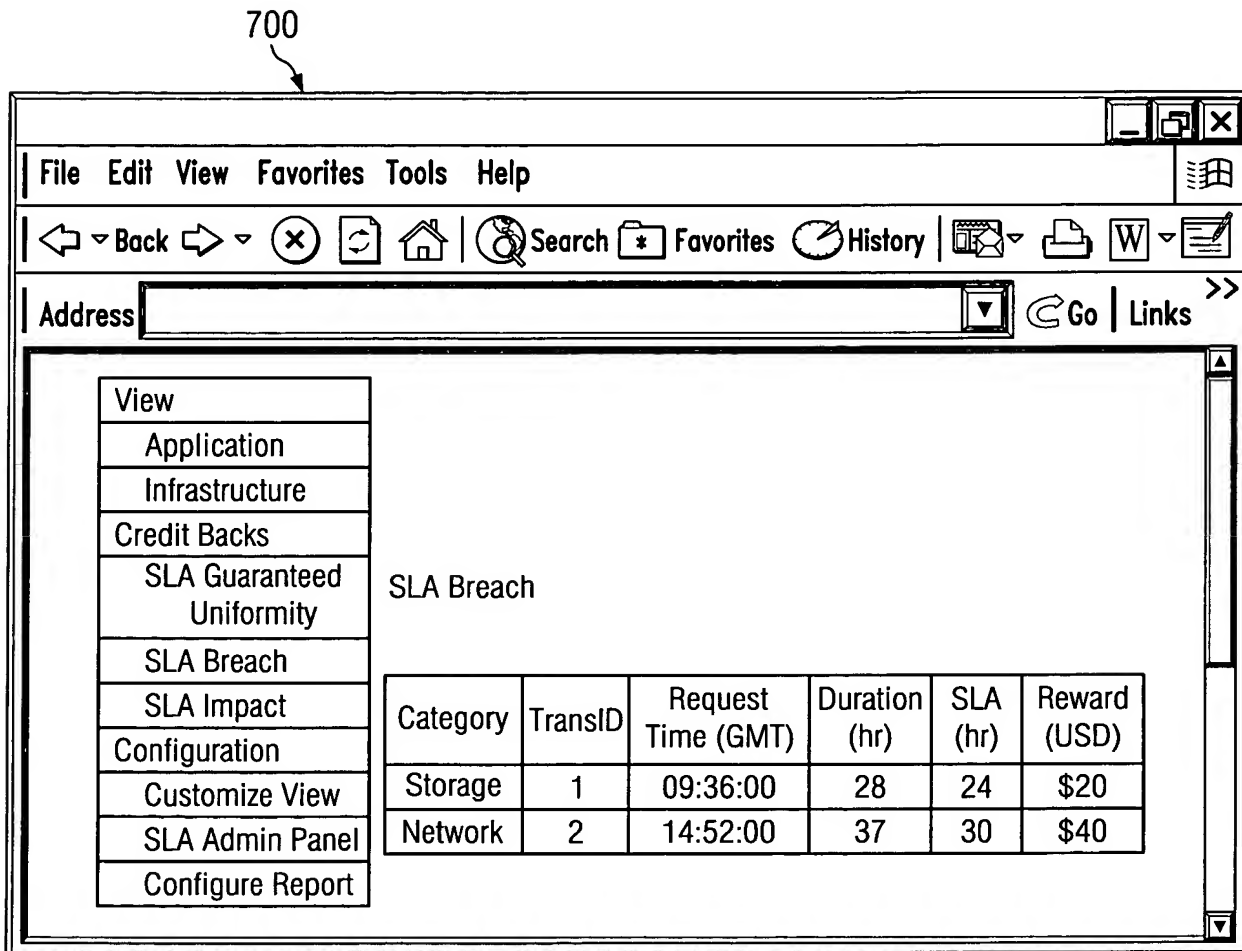


FIG. 7A

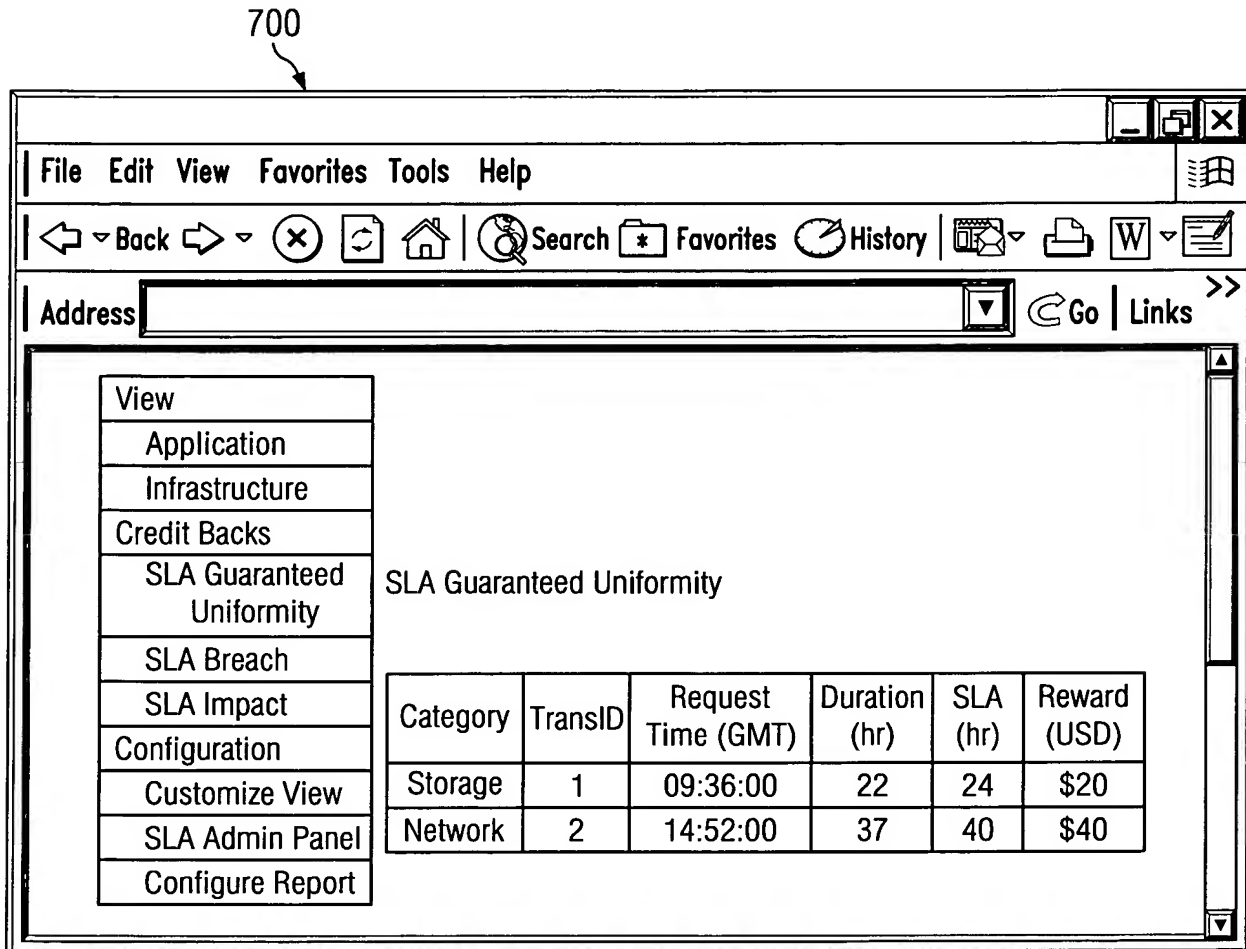


FIG. 7B

